

SAVE THE DATE:

Aug 9	Department Liaison Meeting
Aug 15	Innovation Center Open House
Aug 15-19	HT2 PIT Open 8:00am—5:00pm Exclusively for Faculty
Aug 18	Procurement Open House
Aug 18	Maintenance & Operations Open House

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Comments or Suggestions
 Please submit to MIZ at:
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<http://www.gc.maricopa.edu/legal>

Course Management Systems

For over a decade, GCC has offered faculty Course Management Systems (CMS) that provide one central place to store course documents, administer tests, calculate grades, facilitate online discussions, chat or conduct demonstrations. This software is not only for online classes - many face-to-face or hybrid courses are more productive with their materials all in one location, accessible from anywhere.

Fall 2005, our faculty have a choice between our current CMS (MIDAS) and/or Blackboard—one of the most popular CMS in academia, used by 12 million teachers and students. GCC has joined the MCCCDC Blackboard Alliance, which means we are now a part of the District-administered Enterprise Edition of Blackboard. Currently 8 of the 10 Maricopa Colleges use this system.

Blackboard

- ▶ Intuitive interface for instructors and students
- ▶ Content repository that allows an instructor to implement content created by textbook publishers
- ▶ Threaded discussion board
- ▶ Assignment feature that collects detailed information when assignments are submitted and can enforce deadlines
- ▶ SCORM* compliant - third party software (like Softchalk and Respondus) may be implemented directly
- ▶ Coming soon - dynamic release of content (after one lesson is done, the next lesson

MIDAS

- ▶ Ability to automatically generate progress letters (a great feature for web-based and OE/OE courses)
- ▶ Advanced gradebook that allows the ability to drop scores, program for certain completion conditions, use grading categories or points
- ▶ Final grades are automatically linked to our SIS system - no bubble sheets necessary at the end of the semester
- ▶ Withdrawals are processed electronically from roster

*SCORM (Sharable Courseware Object Reference Model) is a suite of technical standards that enables web-based learning.

The [TED Center](#) offers training for both systems to help you decide what is right for you. If you are interested in flagging your courses for Blackboard, please contact [Michelle Shivnani](#) at 5-4495. If you are interested in MIDAS, please contact [Sue Murry](#) at 5-3460.

New Hires

Over the summer, GCC's Employee Resources (ER) staff received authorization for direct data entry of new temporary employee hire data into MCCCDC's Human Resource (HR) Information System (previously performed exclusively at the District HR office.)

As a result, ALL new temporary employees, Adjunct Faculty, student, and hourly employees (who previously had their paperwork processed the the Cashier's Office) - are now being processed by Employee Resources. All forms (i.e., I-9, tax forms, etc.) are also completed in the Administration Building (Room A-129, northwest **Employee Resources** entry door). This will provide a quick update to the MCCCDC data base.

In addition, changes have been made to the new hire packets, that include:

- Easier-to-read forms
- More explicit instructions

Packets will be distributed and reviewed at the Fall GCC Department Liaison meeting, on Tuesday, August 9, from 10:00 am to 11:30 am, in the Student Lounge. Further information is available from Karen Minnihan, GCC ER at 5-3400 or karen.minnihan@gmail.maricopa.edu.



LONG Hot Summer - 'Break' Episode #3

Taking advantage of great (?) weather and the smaller campus population, the M&O Department spent the summer completing three major maintenance projects and a few FY05-06 B&G requests.

Major Maintenance

The major maintenance projects were:

- South Entry Beautification
- TPS Building Exterior
- Gymnasium Floor

The south entry project was completed in time for GCC's 40th Anniversary Graduation Ceremony and the college received many compliments from campus and community members. Our sincere thanks to the Grounds and Facility Maintenance service groups for their hard work and expert craftsmanship in improving our campus appearance.

In addition, the TPS building's appearance was improved significantly after a stucco treatment was applied to its exterior, along with a coat of paint and new building lettering. Last, but not least, the Gymnasium floor was refinished.

Completed B&G Projects

The M&O Department completed a few of the FY 05-06 B&G projects recommended by PBAC and approved by President Randolph. The CCS Building relocated existing furniture to create space for two additional staff offices; the Fitness and Wellness Computer Lab created two faculty offices from converted lab space, and the Multimedia Art and Graphics Department had the soundproofing materials in their studio removed and replaced.

Summer 'Break'

The water main north of O-5 was repaired again—not at the exact spot, but it might as well have been! The damaged area was cleaned, tested for mold and treated with a chemical to protect against future growth. The college and district office are investigating moving this 40-year-old line away from the O-5 building. Our continued praise and appreciation to faculty and staff who have had their senses of humor tested by these semester 'breaks.'

B&G Projects In Progress

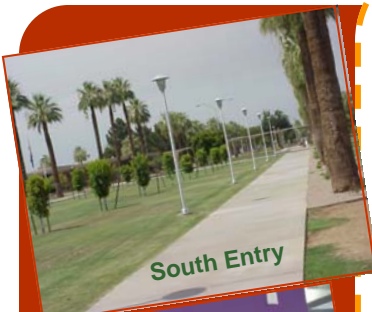
The Chemistry Department workroom is being converted into two faculty offices.

Other ongoing summer projects include: refreshing all eight portable classrooms with carpet, paint, ceiling tiles and a new roof, as well as 'stiffening' the floor to eliminate soft spots and installing phones. A contract to repair the ladies' shower stalls in the Fitness and Wellness building was issued, and we anticipate completion by the end of October.

Future Projects

Future projects include replacement of the four practice backboards in the gymnasium, a roof replacement for the TPS Building, roof drainage corrections for O-2 and T-3, and glass replacement for the problematic transom panels in the PS building.

The most extensive project in the works is the expansion of the northeast parking lot. The project currently is in design and will increase the number of parking slots by 550-600 spots. The expanded lot will also include a designated placement area for the large storage containers and enclosures for the trash dumpsters. The project should be ready for use in Spring 2006.



South Entry



CCS Offices



PS Offices



WPE Shower Room



Portable Classrooms



The GCC Trip Reduction Program

www.gc.maricopa.edu/trp

Our Experience. Your Success.

The most popular alternative mode of transportation in the Valley of the Sun is carpooling. An estimated 17%, or 250,000 commuters, carpool every work day. GCC is proud to announce the employees, listed below, who participate in the TRP 'preferential parking space' carpool program. As a TRP carpool commuter, each received a "Grounds for Thought" gift certificate for one free drink of choice, valued at \$3.00.

Interested? Contact Trudy Movich at 5-3540 or trudy.movich@gccmail.maricopa.edu.

- | | | | |
|------------------|----------------|--------------------|-------------------|
| Baldemar Delgado | Gladys Haywood | Mary Jane Onnen | Bobby Sample |
| Frances Mateo | Anna Sherwood | David Cost | John Mateo |
| Sue Tomaszewski | Michele Parker | Jennifer Nicodemus | Yolanda Bon |
| Anne Hatcher | Laura Avila | Ken Bus | Roma Delgado |
| Karen Russo | Joann Dunlap | Lindy Afek | Michelle Shivnani |

Open House - You're Invited!

Catch the excitement of new "digs," great projects and energized staff! Drop by the "Open House" at:

- Maintenance & Operations-SU139, Aug 18, 10:00am-Noon
- Procurement-T1-141, Aug 18, 10:00am-1:30pm
- The Innovation Center-HT2-130, Aug 15, 10:30-7:30pm

Maintenance & Operations will demonstrate the fine art of "incentive remodeling." Located under the heading of "Don't Try This @ Home," Al Gonzales, Nancy Musser and the rest of the crew will welcome you to the cozy nest they've renovated — necessitated by the January fire in their area. Although they will miss seeing everyone who dropped by the Student Union, they are happy to be home again and invite you to celebrate with them.

Procurement will walk you through their new offices and through the new online "Furniture Request & Repair" form.

Be the first in your department to weigh-in on the new campus color palette, and the new line of furniture for offices and receptionist areas. All previous fiscal year commitments are already onsite and installed. FY05-06 furniture requests should be onsite and installed within the first quarter of the academic year. Take a moment to applaud the staff in person for the concerted effort they have all made to take Procurement to the next level. Further information is available at: <http://www.gc.maricopa.edu/ppcweb/>

The Innovation Center will showcase the Critter Farm's newest arrivals, online course resources (including online tutorials), Palette updates, web site resources and much more! Allow Jim Daugherty and the staff of The Innovation Center to bring out your "inner geek!"

Bond Schedule/Master Planning Update

Our sincere appreciation to those who have shared ideas, expertise and time toward the master planning process, development of the college's Project Lists, educational specifications, review of proposals and selection of architects and construction firms. Every attempt has been made to be inclusive, and the college will continue this approach as we plan, design and construct each project. If anyone desires a copy of documentation for any specific project, please email charles.jeffery@gcmail.maricopa.edu, who will provide a copy or direct you to an online link. For those who are interested, Master Planning Update #4 details the entire bond schedule. Access this information at www.gc.maricopa.edu/admin_services/index.cfm?sp=Master_Planning_Updates... **Lastly, please stay engaged. With your continued participation and ideas, GCC can become what we dream.**

Project	Ed Specs Development	Consultant Selection	Design & Const. Docs Development	Construction Begins (est.)	Construction Substantial Completion (est.)	Punch List / Occupy
Student Union Remodel	Jan - Mar 2005	Apr- Aug 2005	Aug 2005 – Jan 2006	Feb 2006	Mar 2007	Mar-Jun 2007
New Life Science Bldg. (formerly North Bldg.)	Apr-Sep 2005	Oct-Nov 2005	Dec 2005 – Oct 2006	Nov 2006	Mar 2008	Apr-Jul 2008
Vogel - Via Gaucho Entrances	Aug-Sep 2005	Oct-Nov 2005	Dec 2005- Feb 2006	Mar 2006	Aug-Oct 2006	In Coordination w/City of Glendale
GCC North Expansion	Mar-Sep 2005	Oct-Nov 2005	Dec 2005- Nov 2006	Dec 2006	Mar 2008	Apr-Jul 2008

New Name, New Projects



In preparation for fall semester, the Office of Information Technology (OIT) (formerly Network Services) has installed 500 new computers in academic areas

throughout the campus. This alone is nothing new - every summer the college receives new computers and places them for student use. However, this is the first year OIT has **built** these academic computer systems, rather than purchasing them from longtime vendor TechServe, formerly known as RYCOM.

Building our own systems gives **GCC control over design,**

quality, timeline, and price. Designed to meet the needs of students for this and many semesters to come, these systems are built with superior parts and strict Quality Assurance processes that favorably compare to industry leaders such as Dell, Toshiba, and Hewlett-Packard. Cutting out "the middle man" allows OIT to build these systems at a substantial savings to the college, and ensures quicker repair time. Thanks to an in-house supply of parts, the hardware area of OIT has targeted a 2 hour repair time — compared to TechServe's weeks and months.





Administrative Services
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Administrative Services serves teaching and learning at GCC through Business Services, College Safety, Employee Resources, Facilities, HelpDesk, Office of Information Technology, Institutional Planning, Instructional Computing, Maintenance & Operations, Procurement, Property Control, Receiving, The Innovation Center, Training & Employee Development and Contracted Services: Bookstore, Copy Center and Food Service. We are dedicated to learning, both in and out of the classroom, and strive for excellence in creating and maintaining an environment where teaching and learning thrive. Our goal is to exceed the expectations of our customers: students, faculty, staff, and community.

Exceeding Expectations



www.gc.maricopa.edu/ptacs/



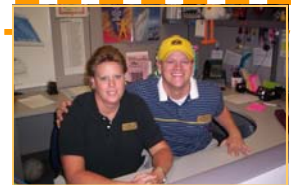
New Employees

- Celia Arrieta**, Human Resource Analyst
- George Garcia**, Groundskeeper I
- Jesus Estrada**, Fiscal Technician
- Kristofer Motto**, Computer Maintenance Technician
- Robert Witherspoon**, Information Services Computer Technician



Al Gonzales is the proud abuelito (grandfather) of Roman Alfred Gonzales, Jr. Born April 27, 2005, Roman weighed 7 lbs 9 oz, and was 20" long.

Help Desk (I Need Somebody)



Technology support at GCC just would not be the same without them. They have become familiar representations of customer service, as well as trusted compatriots in the quest for up-to-the-minute technology information. Justin and Jennifer have been the GCC employee's first line of technical support for over six years, functioning as a team and weathering many major technological transformations. "The thing we like best about our jobs is the constant change. We like variety," Justin Bruce says. When asked what their most recent favorite modification was, both HelpDesk Analysts replied that since the implementation of the GCC Help Line (5-3555) as a one-stop help number, their lives on the phone have become much easier. "People now are routed to the correct place quicker, which cuts down on the number of calls we transfer," Jennifer Jakes adds. "It frees us to concentrate on some of the bigger issues that need to be tackled."

Besides responding to immediate caller requests, other responsibilities include preparing for the District-wide SIS transition, and the never-ending review of helpdesk software packages to find the perfect fit for GCC's service and repair workflow. Amid continual process improvement, and even a departmental shift, they continue to offer consistent support and personal customer assistance to each employee who calls. Although GCC's HelpDesk has the smallest ratio of staff-to-employee of any college within MCCC, Justin and Jennifer agree they accomplish a lot with the resources they have available. "We would like to offer 24/7 assistance because we understand there is a significant need, but our resources haven't caught up to meet that need," Justin explains. "We look forward to additional support from within our new reporting structure."

On their HelpDesk philosophy, they concur, "Customer service is simply treating others how you'd want to be treated." Faculty and staff unanimously agree, as they cheerfully greet Justin and Jennifer from the service window. Those who stay to chat discover Justin enjoys world traveling, walking his dog and home painting projects while Jennifer is energized by sports, fishing and camping. When it comes to academic goals, Justin continues his plan of life-long learning by taking special-interest classes to supplement his two-year degree in Anthropology, and Jennifer works toward an AAS degree in CIS and other technology-related training.

As sidekicks go, Kathleen James also is enthusiastic about learning the ropes at the HelpDesk. "I've felt like a new contestant on Jeopardy this whole time! Justin and Jennifer are so knowledgeable they keep buzzing in the answers. I have to test my buzzer to make sure it works!"

During her Creative Pathways assignment, Kathleen affirms that she has sincerely enjoyed getting to know Justin and Jennifer as well as delving into the sea of details that run the HelpDesk. "There really is so much more that goes into making this desk run than people know. I didn't understand it myself before working here. It has been a great experience, and I will miss everyone when my time here is over."

¿Mystery Spot?



Where am I on campus?
 First person to call MIZ at 5-3451 with the correct answer wins a free drink from Grounds for Thought,



Congratulations to **Belinda Gardner**, Coordinator of the Nursing Lab, who is our last "Mystery Spot" winner, after more than 50 people phoned. Belinda correctly guessed the location - north of the GMTC building, facing the parking lot.